

VOLUNTEERS NEEDED!!!

Thanks to the availability of funds from the federal Administration on Aging, the Office of the Ombudsman is assisted in its advocacy by a cadre of citizen volunteers.

Each trained volunteer advocate visits an assigned facility for a minimum of four hours per week. These dedicated volunteers advocate for people living in long-term care facilities, many of whom have no one else to help them.

We need volunteers to advocate on behalf of the frail elderly, helping them remain independent, healthy and able to live their lives with dignity.

If you are interested in becoming a Volunteer Advocate for age 60+ residents in a long-term care facility, please call (609) 826-5053 for more information.



*Office of the Ombudsman for the
Institutionalized Elderly
P.O. Box 852
Trenton, NJ 08625-0852*

Complaints
(877)582-6995

In an emergency, please call 911

General Questions
(609)826-5090

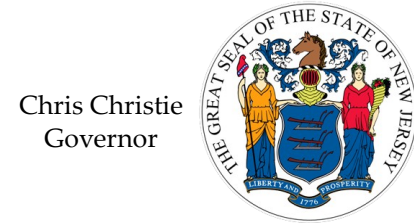
Fax
(609) 943-3479

Email
ombudsman@advocate.state.nj.us

Website
www.nj.gov/ooie

Mandatory Reporting Of Adult Abuse (P.L. 1983 - Chapter 43)

Anyone can make a report to the Ombudsman, but certain professional individuals are legally required to do so: caretakers, social workers, physicians, registered nurses, other persons who, as a result of information obtained in the course of employment, know or have reasonable cause to suspect that an institutionalized elderly person is being or has been abused or exploited. Persons reporting abuse or testifying in any administrative or judicial proceeding shall have immunity from civil or criminal liability. (N.J.S.A. 52:27G-7.1)



Chris Christie
Governor

Kim Guadagno
Lt. Governor

James McCracken
Long-Term Care Ombudsman

O.O.I.E.
NJ Office of the Ombudsman
for the Institutionalized Elderly
1-877-582-6995
Guidance. Support. Advocacy.

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youtube.com/njelderombudsman
protectingseniors.blogspot.com**

COMPLAINT PROCESS

Written or verbal complaints received by the Ombudsman's Office are reviewed and may be assigned to a Field Investigator. The investigator makes an unannounced visit to the facility and conducts a complete review of the facts, obtains records and interviews residents and staff.

When necessary, and if it is substantiated, a complaint is referred to the appropriate law enforcement, regulatory or professional credentialing agency.



THE OMBUDSMAN PROGRAM

Our mission is to secure and protect the rights, and to promote the dignity, of citizens age sixty and older residing in long-term health care facilities.

The Program seeks to enhance the quality of life and improve the level of care provided to New Jersey's institutionalized elderly.

We will accept complaints from any source, and take action as necessary to secure, preserve and promote the health, safety and welfare, and the civil and human rights of elderly individuals living in nursing homes, assisted living facilities, residential health care facilities, residential class "C" boarding homes, developmental centers, state psychiatric hospitals, and adult medical daycare centers.

The Ombudsman's Office is an advocacy agency exclusively representing the concerns of these elderly individuals. We also refer residents to other agencies or programs that provide advocacy services to seniors.

The identity of the persons involved, the complainant, and the subject matter of the complaint are kept confidential. Anonymous reports are accepted.

***Ombudsman Services
Are Free and
Confidential***

CONTACT THE OMBUDSMAN FOR HELP

All residents, family members, friends, visitors or concerned persons are encouraged to contact the Ombudsman's Office with their concerns and complaints.

We will address complaints made by, or on behalf of, residents of long-term health care facilities. Examples of residents' concerns include:

- ◆ **Violation of residents' rights or dignity;**
- ◆ **Physical, verbal or mental abuse, deprivation of services necessary to maintain residents' physical and mental health, or unreasonable confinement;**
- ◆ **Poor quality of care, including inadequate personal hygiene and slow response to requests for assistance;**
- ◆ **Improper involuntary transfer or discharge;**
- ◆ **Inappropriate use of chemical or physical restraints;**
- ◆ **Financial exploitation**



WHAT DOES THE OMBUDSMAN DO?

The Ombudsman's Office advocates for residents and helps to protect their rights, as described in N.J.S.A. 30:13-5 Nursing Home Resident's Bill of Rights.

The Ombudsman and staff can answer questions, provide information and handle complaints about residents' rights and other matters of concern to residents.

Dispute resolution is an important and essential function of the Ombudsman's Office. Prompt resolution of a complaint brings relief to the affected residents and provides assistance to the health care facilities in addressing the problems.

If a resident, a resident's legal guardian or legal representative or someone else has a concern, the Ombudsman's Office identifies, investigates and tries to resolve the issue. If we are unable to resolve an issue, referral to an appropriate resource is made.

The Ombudsman's Office can conduct public or private hearings, subpoena documents or personal testimony, and has full, unrestricted access to elderly residents of long-term health care facilities and their records.

All Ombudsman case files are confidential. Facility license or annual survey information can be obtained by calling the Department of Health, Division of Health Facilities Evaluation and Licensing at:
1-800-792-9770